Information Technology Policy
Enterprise Service Catalog

Number	**Effective Date**
ITP-BUS007	July 7, 2013
Category	**Supersedes**
Business	None
Contact	**Scheduled Review**
RA-ITCentral@pa.gov	April 2025

1. Purpose

This Information Technology Policy (ITP) establishes the policy for the management of the Enterprise Service Catalog and the use of the Enterprise IT Service Offerings it contains.

2. Scope

This ITP applies to all offices, departments, boards, commissions and councils under the Governor's jurisdiction (hereinafter referred to as "agencies"). Agencies not under the Governor's jurisdiction are strongly encouraged to follow this ITP.

3. Policy

Agencies and delivery centers shall review the Enterprise Service Catalog located at *https://itcentral.pa.gov/Pages/Enterprise-Services.aspx (Commonwealth Access Only).*

Agencies and delivery centers shall utilize all Enterprise Standards that are identified in the Enterprise Service Catalog if that Enterprise Standard is needed to support agency/delivery center business needs. An agency or delivery center is not required to consume the Enterprise Standard if the service is not needed, however, if future business needs require a service offering, agencies and delivery centers shall consume the service offering if it is categorized as an Enterprise Standard. Independent Agencies may be required to consume Enterprise Standard services that are identified in the Enterprise Service Catalog.

If agency or delivery center business needs necessitate nonconformity of an Enterprise Standard, they shall obtain an Approved IT Policy Waiver via the process outlined in *ITP-BUS004, IT Waiver Review Process*, prior to implementing non-Enterprise Standard services. The IT Policy Waiver request shall include justification of why the Enterprise Standard does not meet their business needs.

Any agency or delivery center may present a candidate for a new Enterprise IT Service Offering to the Office of Administration, Office for Information Technology Enterprise (OA/IT Enterprise) by following the OA/IT Service Catalog Management Process, located at https://itcentral.pa.gov/Pages/Enterprise-Services.aspx.

All requests to add, change, or retire Enterprise IT Service Offerings shall be submitted to the appropriate enterprise governing bodies for final approval. OA/IT Enterprise shall be responsible for all change management processes to the Enterprise Service Catalog under the guidance of the appropriate enterprise governing bodies.

4.   Responsibilities

4.1   Agencies and Delivery Centers Shall:
- Consume service offerings that are designated Enterprise Standard if business requires the service offering. All other service offerings shall be consumed at the discretion of the Delivery Center CIO.
- Submit candidates for new Enterprise IT Service Offerings to OA/IT Enterprise as needed.

4.2   Office of Administration, Office for Information Technology Shall:
Be responsible for the management and governance of the Enterprise Service Catalog.

5.   Related ITPs/Other References

- Definitions of associated terms of this policy are published on the Office of Administration's public portal: *http://www.oa.pa.gov/Policies/Pages/Glossary.aspx*

- Commonwealth policies, including Executive Orders, Management Directives, and IT Policies are published on the Office of Administration's public portal: *http://www.oa.pa.gov/Policies/Pages/default.aspx*

- *Management Directive 205.34 Amended, Commonwealth of Pennsylvania Information Technology Acceptable Use Policy*

- *ITP-BUS004, IT Waiver Review Process*

- *Enterprise Service Catalog* (Commonwealth Access Only)

6.   Authority

Executive Order 2016-06, Enterprise Information Technology Governance

7.   Publication Version Control

It is the Authorized User's responsibility to ensure they have the latest version of this publication, which appears on https://itcentral.pa.gov for Commonwealth personnel and on the Office of Administration public portal: http://www.oa.pa.gov/Policies/Pages/default.aspx. Questions regarding this publication are to be directed to RA-ITCentral@pa.gov.

8.   Exemption from this Policy

In the event an agency chooses to seek an exemption from the guidance within this ITP, a request for a policy waiver shall be submitted via the enterprise IT policy waiver process. Refer to *ITP-BUS004, IT Policy Waiver Review Process* for guidance.

This chart contains a history of this publication's revisions. Redline documents detail the revisions and are available to CWOPA users only.

Version	Date	Purpose of Revision	Redline Link
Original	07/17/2013	Base policy	N/A
Revision	07/19/2018	Revised Policy guidance; removing outdated language Updated ITP title. Updated Responsibilities section (Entities required to consume "Enterprise Standard" service offerings) Added additional Definitions	N/A
Revision	04/18/2024	Removed Definitions section (added links to glossary). Minor grammatical updates and clarifications	Revised IT Policy Redline <04/18/2024>